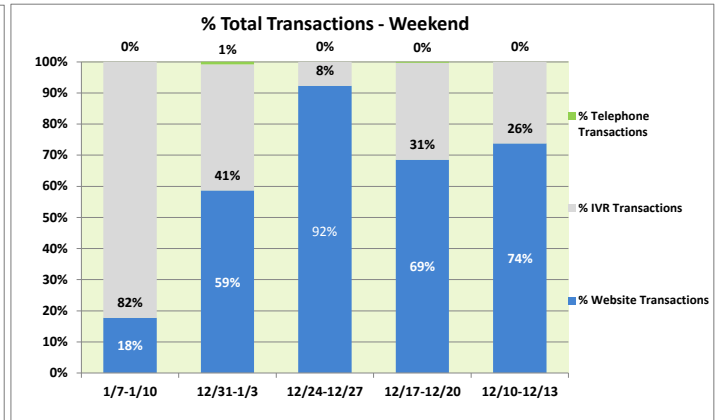
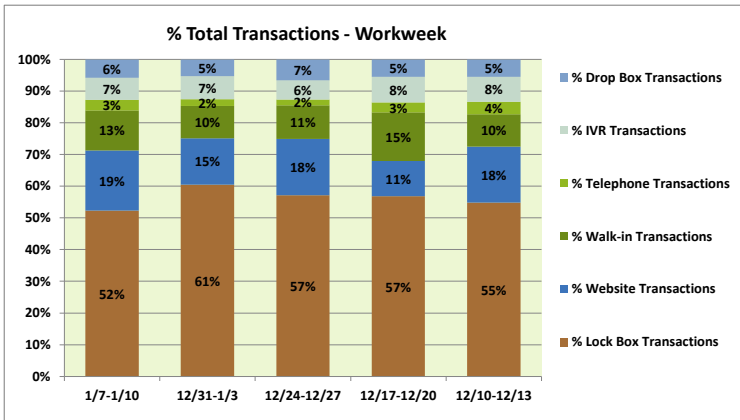


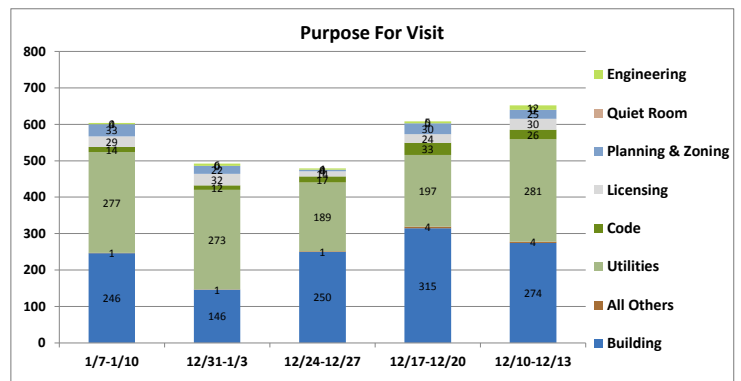
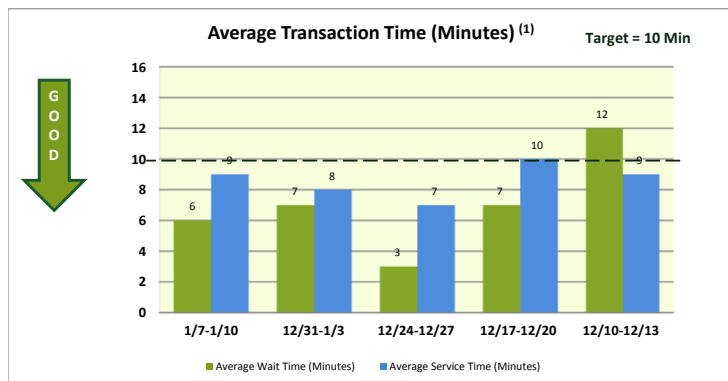


Customer Service - Weekly Performance Report

January 07, 2013 - January 10, 2013



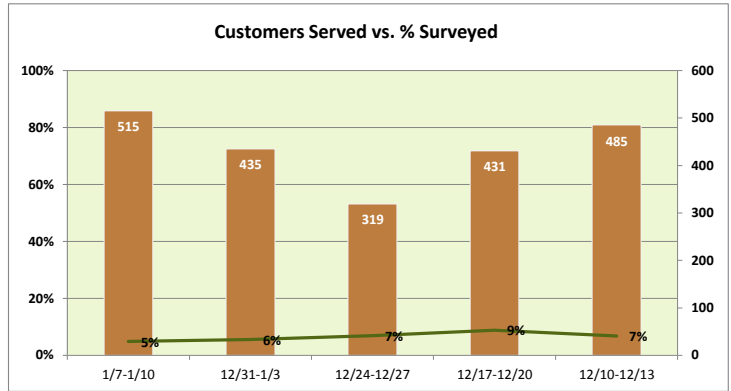
Customer Service	MEASURE	1/7-1/10	12/31-1/3	12/24-12/27	12/17-12/20	12/10-12/13	FYTD 2013
Provides Customers with convenient service options	Workweek:						
	Lock Box Transactions	2,138	2,567	1,719	1,605	2,604	33,112
	Website Transactions	779	618	534	316	838	8,883
	Walk-in Transactions	515	435	319	431	485	7,267
	Telephone Transactions	135	89	55	89	185	2,156
	IVR Transactions	287	309	182	230	376	3,946
	Drop Box Transactions	236	223	198	154	259	3,261
	Total Workweek Transactions	4,090	4,241	3,007	2,825	4,747	58,625
	Weekend:						
	Telephone Transactions	0	3	0	1	0	15
	IVR Transactions	287	148	14	102	22	1,424
	Website Transactions	62	214	168	224	62	2,289
	Total Weekend Transactions	349	365	182	327	84	3,728
	Grand Total	4,439	4,606	3,189	3,152	4,831	62,353



Provides Walk-in Customers with fast and accurate service delivery (2)	Walk-in Transactions	515	435	319	431	485	7,267
	Percent Walk-in Customers to Total Customers	13%	10%	11%	15%	10%	13%
	Average Service Time (Minutes)(1)	9	8	7	10	9	9
	Average Wait Time (Minutes)	6	7	3	7	12	9
	% Wait Time < or = 5 Minutes	60%	46%	68%	55%	47%	48%
	% Wait Time > or = 30 Minutes	5%	4%	0%	7%	13%	11%

Customer Service - Weekly Performance Report

January 07, 2013 - January 10, 2013



Meets Walk-In Customer Expectations	Customer Satisfaction Rating (2)	96%	96%	100%	100%	97%	97%
Overall		0%					

This metric calculated by the weighted average method based on survey responses. Will be replaced by actual averages upon implementation of queuing software.

Note (1) New Lobby Registration System implemented 04/09/12

Note (2) New In-Lobby survey began in October 2011 for walk-in customers only

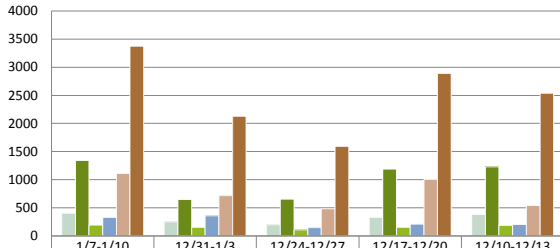
Data as of: January 10, 2013
4:56:32 PM



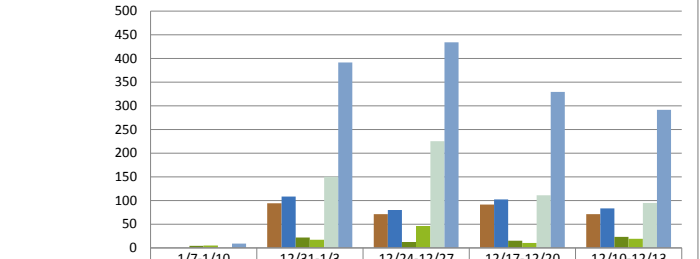
Customer Service - Weekly Performance Report

January 07, 2013 - January 10, 2013

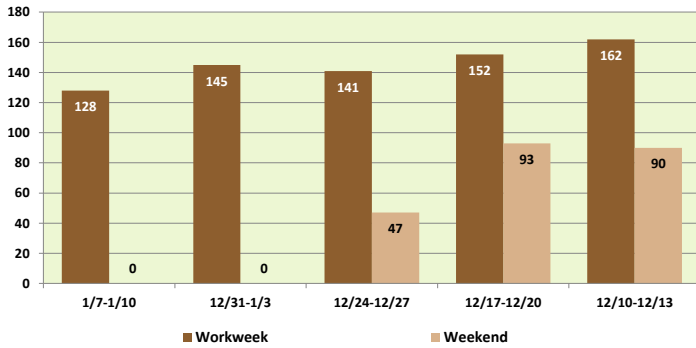
Calls Volumes (Business Hours)



Call Volumes (Weekend)

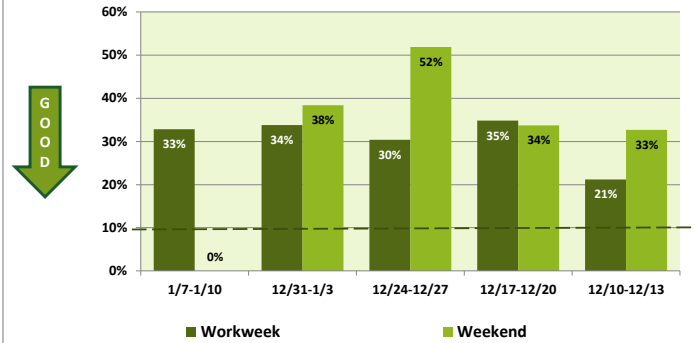


Average Call Duration (Seconds)



% Abandoned Calls

Target = 10%



Customer Service

MEASURE

1/7-1/10

12/31-1/3

12/24-12/27

12/17-12/20

12/10-12/13

FYTD 2013

Workweek:

Calls Handled

403

251

200

330

379

7,669

% Abandoned Calls

33%

34%

30%

35%

21%

24%

Average Call Duration (Seconds)

128

145

141

152

162

210

Weekend:

Calls Handled

0

94

71

91

71

1036

% Abandoned Calls

0%

38%

52%

34%

33%

24%

Average Call Duration (Seconds)

0

0

47

93

90

34

Responds quickly and efficiently to Customer telephone calls and inquires